

# ZUNERA ASLAM

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## SUMMARY

Dedicated and detail-oriented Customer Service specialist with 10+ years of Customer services and sales experience. Excel at prioritising, completing multiple tasks simultaneously and following through to achieve goals. Flexible and goal-oriented team player with expertise in scheduling, customer relationship management and document control. Dependable self-starter and forward-thinker.

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## EXPERIENCE

### **Customer Services Representative, 12/2022 - 05/2024**

#### **Sage Parts - Dubai, United Arab Emirates**

- Handled Middle East's top most biggest Aviation clients, Emirates airlines and Qatar Aviation.
- First point of contact in order to fulfill requests related to Ground support equipment replacement parts.
- Warranty and returns processing and follow up.
- Worked with purchasing and sourcing to provide technical support for the customers.
- Worked with suppliers to help customers troubleshoot and diagnose warranty claims.
- Provided written and verbal feedback to customer's inquiries.
- Contacted existing customers to promote new or additional business.
- Customer trainings of Sage's e-commerce solution.

### **Sales Advisor, 08/2014 - 11/2022**

#### **TVH Middle East FZE - Sharjah, United Arab Emirates**

- Primary contact for the customer for all current affairs: offers, back orders, questions with regard to invoice, complaints, logistical aspects, outstanding items.
- Acquired knowledge of the activities and business needs of the customers via oriented telephonic questions and personal contact during customer visits to TVH.
- Proactively contacted customers with regard to marketing actions, promotions, new products.
- Initiated promotional actions in collaboration with the Marketing department. Suggest new sales strategies and undertake suitable actions.
- Collaborate and communicate constructively with all departments within TVH and stimulate colleagues from other departments to work together on a high customer satisfaction according to the principles of Customer Delight.

## CONTACT

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## SKILLS

- Ethical judgement
- Quality Control
- Microsoft office proficiency
- Active listening
- Report generation
- CRM
- Query resolution techniques
- Decision-Making
- Product knowledge
- Basic accounting
- Stock management
- Email management
- Multi-Tasking in it systems
- Stress tolerance
- Customer complaint resolution
- Multitasking proficiency
- Product knowledgeability
- Client rapport building

- Took internal training and continuously remained up-to-date of the evolution and developments in the field of the product range and the sales system.
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## EDUCATION

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**Bachelor of Arts, Arts**

**Punjab University** - Lahore

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## LANGUAGES

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**English:**

C2

**Urdu:**

C2

Proficient

Proficient

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## HOBBIES AND INTERESTS

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Reading books and Traveling